



George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

ED40-003
Baseline
June 30, 1999

ORGANIZATIONAL WORK INSTRUCTION

ED40

PROCESSING OF THE ENGINEERING SYSTEMS DEPARTMENT'S (ESD'S) MANAGEMENT SYSTEM DOCUMENTS

CHECK THE MASTER LIST at
<http://masterlist.msfc.nasa.gov/el/>
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		6/30/99	Document converted from EL01-003 due to reorganization. Previous history retained in system as part of canceled or superseded Department files. Revised to reflect document number changes due to merging into the Directives system and organizational references.

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Processing Of The Engineering Systems Department's (ESD's) Organizational Work Instructions

1. SCOPE

1.1 Scope. This instruction is for the use of all personnel in the Engineering Systems Department (ESD). It provides instructions for processing Organizational Work Instructions (OWIs) Organizational Management System controlled documentation and data, including hard copy, electronic media, and applicable external origin documents.

1.2 Purpose. The purpose of this OWI is to establish the method for implementing the provisions of MPG 1410.1, Documentation and Data Control for Organizational Issuances, at the organizational work instruction level.

1.3 Applicability. This OWI applies to the ESD. The term "Group" refers to each Group within the Department.

2. APPLICABLE DOCUMENTS

MPG 1410.1 ***Documentation and Data Control for
Organizational Issuances***

ED40-001 *Engineering Systems Department Document
And Data Control, Including Quality Records*

3. DEFINITIONS

3.1 Document Control Custodian (DCC): The personnel responsible for processing and maintaining documentation.

3.2. Server Administrator (SA): The person who has responsibility for the setup and maintenance of the server software and hardware. The SA can be the same person as the MLC. The SA also has the responsibility of handling log in registration.

3.3 Master List Custodian (MLC): Personnel responsible for verifying electronic database inputs, i.e., the document number and applicable documents and initially designating the document as draft and subsequently verifying all the required approvals upgrading the document "draft" status to "approved".

NOTE: The DCC, MLC, and SA may all be the same person.

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3.4 Draft Document List: A draft document list, formatted similar to the master list, showing the approval status of documents in draft, generated from a query/request to the electronic database.

3.5 Electronic Database: All ISO-9000 Marshall Management System (MMS) OWI documents in ESD are controlled and accessed with the aid of an electronic database. Information is entered into the database by the various OPR's within the Department. The current version of all electronic ED40 Master List documents is identified in the electronic database.

3.6 Master List: Controlled list(s) of those documents which make up the ISO-9000 MMS, including applicable documents. The Master List(s) will be the source for current approved documentation. The Master List may also list obsolete documents for which there has been the appropriate management approval for limited applicability.

3.7 OWI Change Package: A copy, either electronic or hard copy, of a proposed new OWI clearly indicating proposed changes to the original document. Additionally, required supporting data/rationale shall be included.

3.8 Office of Primary Responsibility (OPR): The organization which has primary responsibility for and is normally most impacted by a specific OWI.

3.8.1 OPR Manager: OPR Manager as used in this OWI is the Department Manager or Group Lead, or their designees.

3.8.2 Originator: The person who is assigned to create, modify, and maintain a specific OWI document. The OPR Originator is also the person who enters the initial document information into the Master List and forwards the electronic document to the DCC. For paper documents the OPR originator enters the information into the master list, notifies the DCC, and then provides the approved version to the designated repository for that document. The OPR manager will designate the repository for OWIs under his management responsibility.

3.8.3 OWI Repository: The place where paper copies of OWI's are kept safe and employees can go to get the latest version.

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3.9 Server: Computer where the electronic database and electronic copies of documents reside.

3.10 Web Browser: A computer program that can retrieve pages of text and graphics from a website on the intranet. The web browser is the primary user interface to retrieve the Master List generated from the electronic database.

(For additional definitions see MPG 1410.1)

4. INSTRUCTIONS

4.1 Development. Development of OWIs for the Department may be initiated at any management level within the Department, with actual documentation delegated to non-management personnel. Format for the OWIs is non-constrained; however, the preference is that described in MPG 1410.1. The Department Manager and each Group Lead in the Department will appoint both a primary and alternate Document Control Custodian (DCC) for the Department office and each Group Office, respectively. The OPR will select and the DCC will approve unique document numbers.

4.2 Accessing The ESD Document Library. The ESD library may be accessed through the world wide web at:

- <http://masterlist.msfc.nasa.gov/iso9000/ed/>

4.3 ESD Master List.

4.3.1 ESD Master List. To view the controlled ESD Master List of approved ISO-9000 documents, click on:

- [ESD Master List](#)

Users will check the Master List prior to using OWI's, or its applicable documents, to ensure current or correct version of documents are used in the work being performed.

4.3.1.1 To Select Document For View. To select documents for view, click on the "Applicable Organization" block and scroll up or down to select the list for review. If the user desires to view a list of all ESD documents, select "ED40-All ESD".

4.3.1.2 To View Detailed Information, Including Applicable Documents. To view ESD ISO-9000 Document detailed information, click on the desired "Doc. Num." Scroll down the page to read

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information for documents applicable to that document. This information is derived from the data input screen completed at the time of submittal of a document for processing for approval. To view an applicable document accessible electronically, click on the document title.

It is highly recommended that the electronic version of the OWI be linked to the Centerwide Master List by the DCC. If an applicable document is not available electronically, the Document Location "Building, Room, and Person Responsible" will be listed.

4.3.1.3 To View A Master List Document. To view a document listed on the Master List of approved documentation, click on the document title.

4.3.1.4 To Print An Electronically Accessible Document From The Master List. To print an electronically accessible document from the master list, click on the title to bring up the document and print. When a controlled electronic document is printed, it then becomes an uncontrolled copy. Users are responsible for checking the Master List to ensure the use of the current or correct version of the document before performing work.

4.3.2 ESD Group Master List "Search" By Document Number. To search for documents listed in the ESD Group Master List, click on:

- [ESD Group Master List "Search" By Document Number](#)

Enter the document number in the OWI Document Number block and the Master List information about the document will appear. Enter a partial number to view a list of all documents having that partial number. To view a listing of all ESD documents, do not enter a document number and click on "Search Records".

To view information about the document, including a list of applicable documents, click on the document number. If the document is an electronic version it may be viewed from this screen by clicking on the document title.

4.3.3 NASA Directives Master List. To view the "NASA Online Directives Information List of Current Directives Report", click on:

- [NASA Directives Master List](#)

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A listing that identifies the document number, subject, responsibility code, effective date and expiration data for each document will be provided. To view the documents listed, click on the selected document title and follow instruction on the screen. This information is provided for ease of access to documents that are necessary to support requirements and instructions contained in ISO-9000 documents. This also provides a method for verifying that the current versions of the documents are being utilized.

4.3.4 MSFC Directives Master List. To view the MSFC Directives Matrix of current directives, click on:

- **MSFC Directives Master List**

A listing of MSFC Directives will be provided for view. This listing provides information identifying the document identifier, type, annexes, revision date, subject, responsible organization, SDL and authority. Scroll down the screen to view information about the document. The document may be viewed by clicking on the document identifier and then clicking on the "WORD DOCUMENT" Icon.

4.4 Drafts.

4.4.1 Drafts. To search for ED40 OWI Draft ISO-9000 documents, click on:

- **ESD OWI Draft Documents**

4.4.2 To Select Documents For View. To select documents for view, click on the "Applicable Organization" block and scroll up or down to select the organization responsible for the document to be viewed. If all ESD documents are required, select "EL40-All ESD."

4.4.3 To View Detailed Information, Including Applicable Documents. To view ESD Department ISO-9000 Document detailed information, click on desired "Doc. Num." Scroll down the page to read applicable documents information.

4.4.4 To View A Draft Document. To view a document listed on the list, click on the document title.

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4.4.5 To Print A Draft Document. To print an electronically accessible document from the draft document list, click on the title to bring up the document and print.

4.5 Submission For Review and Approval. System registration is required before the user can acquire access to the Main System functions. Registration approval by the ED40 server administrator is required.

4.5.1 System Registration. To register for access to the Limited access function, click on:

- [System Registration](#)

To complete the registration process: Click on the bullet to select your Group and click on "Continue". Provide the information required on the screen for the following items.

- | | |
|------------------------------|--|
| a. Password: | Click on the block and enter the user's password. |
| b. Confirm Password | Click on the block and repeat the user's password. |
| c. First Name: | Click on the block and enter the user's first name. |
| d. Last Name: | Click on the block and enter the user's last name. |
| e. Phone: | Click on the block and enter the user's phone number. (7-Digit Number i.e., nnn-nnnn). |
| f. E-MAIL | Click on the block and enter the user's E-MAIL address (i.e., Jane.doe@msfc.nasa.gov). |
| g. Request System User Level | Request System User Level will be completed for only those areas applicable to user need and/or authority. |

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- Document Approval Notification - System Level 2. This will be completed if user desires to be notified each time an OWI is approved for the user's Department.
- OPR (Document Submission) - System Level 3. This will be completed if the user is an OPR. This will authorize System Levels 2 and 3 information.
- Document Control Custodian - System Level 4. This will be completed if user is a Document Control Custodian. This will authorize System Levels 2, 3, s& 4 information.
- Master List Custodian - System Level 5. This is to be completed by the Master List Custodian. This will authorize System Levels 2, 3, 4, & 5 information.
- Approving Authority - System Level 6. This will be completed by the Department's approving authority. This will authorize System Levels 2, 3, 4, 5, & 6 information.
- Administrative (For System Administrator). This will be completed by the System Administrator.
- I Will Be Processing Documents for the Following Organization: Click on the field and enter the organization that the user will be processing documents for. This field will be completed by Level 4 System Level users.

4.6 System LOGIN.

4.6.1 LOGIN. For access to protected files, the user must log into the system. To login, click on:

- [LOGIN](#)

Select user's name and enter password per instruction on the screen. This will provide access to the controlled functions of the database. Access will be controlled by the conditions approved at the time of System Registration.

4.7 ED40 Department ISO-9000 OWI Master Lists.

4.7.1 ED40 Department ISO-9000 OWI's. To view the ED40 Department's ISO-9000 OWI Master List, click on:

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- ED40 Department ISO-9000 OWI's

The user will check the ED Department ISO-9000 OWI Master List prior to using the OWI's or their applicable documents, to ensure current or correct version of the document is used in the work being performed.

4.7.2 To Select Document For View. To select document for view, click on the "Applicable Organization" block and scroll up or down to select the list for review. If all ESD documents are required, select "ED40-ALL ESD".

4.7.3 To View Detailed Information, Including Applicable Document. To view ESD ISO-9000 Document detail information, click on the desired "Doc. Num." Scroll down the page to view the Applicable Documents. This information is derived from the data input screen completed at the time of submittal of a document for processing for approval. To view an applicable document accessible electronically, click on the document title.

4.7.4 To View a Master List Document. To view an electronically accessible document listed on the Master List of approved documents, click on the document title.

4.7.5 To Print An Electronically Accessible Document From The Master List. To print an electronically accessible document from the master list, click on the title to bring up the document and print. When a controlled electronic document is printed, it then becomes an uncontrolled copy. Users are responsible for checking the Master List to ensure the use of the current or correct version of the document before performing work.

4.8 ADMINISTRATIVE FUNCTIONS.

4.8.1 Login Updates.

4.8.1.1 NEW Login Update Approval List. To view the current status of New Login Requests for approval, click on:

- [NEW Login Request Approval List](#)

The information contained within the screen is updated when System Registration is requested. When the Login is approved by the SA this information will be removed.

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4.8.1.2 Login Master Update List. To view the current status of approved and new login request, click on:

- [Login Master Update List](#)

The information contained within the screen is updated when System Registration is requested and when Login requests are approved by the SA.

4.8.2 Participating Organizations. This information identifies the levels of information that will be provided to specified organizations in the database.

4.8.2.1 Add A Participating Organization. To add a participating organization to the list of participating organizations, click on:

- [Add Organization](#)

Input data into the screen as defined. This will provide a update to control access to data within the database. This information is controlled and will be added to the Update Organization listing when approved by the DCC.

4.8.2.2 Updated Participating Organizations. To view a current listing of participating organizations, click on:

- [Update Organizations](#)

This will provide a current listing of the organizational access to data stored in the database.

4.8.3 New Document Updates. To view Update/Delete New Document Records, approved on line or off line:

4.8.3.1 Update/Delete New Document Records. To view Update/Delete New Document Records, click on:

- [Update/Delete "NEW" Records](#)

The listing on all new documents in the approval process will be presented for view. The list will include the document number, revision status, draft number, organizations to be notified, applicable organization, document title, and the originator name and phone number. Click on the "Notify the Following

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Organizations" block to indicate personnel to notify of additional reviewing activities. Click on the document title to view the document. This information is derived from the OPR inputs. E-mail notification of draft status of this document will be issued.

4.8.3.2 Update/Delete Input Records (Approved - No Mail). To view Update/Delete New Document Records, click on:

- [Update/Delete "NEW" Records](#)

The listing on all new documents in the approval process will be presented for view. The list will include the document number, revision status, draft number, organizations to be notified, applicable organization, document title, and the originator name and phone number. Click on the "Notify the Following Organizations" block to indicate personnel to notify of additional reviewing activities. Click on the document title to view the document. This information is derived from the OPR inputs. No e-mail notification will be issued for this document draft.

4.8.4 Master Document Updates.

4.8.4.1 Update/Delete All Fields. To view a current listing of information related to the status of all documents in process or approved, click on:

- [Update/Delete All Fields](#)

The information on this screen allows the user to search by document number or to pull up all documents.

4.8.4.2 Select Specific Document. Information identifying the document number, draft number, applicable organization, document type, OPR, status of the document, and document location will be provided. To search by document number, click on the document number block and enter the identifying number of the desired document.

4.8.4.3 Detail Document Information. To view detail information about the document, click on the document number. All current data information about the document can be viewed by scrolling down the screen. This information is provided from other inputs within the system. The SA will assure that this data is current and correct.

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4.8.4.4 Select Document For View. The user can view the document by clicking on the document location block. If a printed copy is required, click print on computer tool bar.

4.8.4.5 Master List Of Records. To view a composite listing of all ESD organizational documents, click on "List Of Records." A complete listing of all ESD documents will be provided.

4.8.5 Update App. Documents List By Document. Modify list of ESD document's applicable documents.

To view a current listing of information related to the status of all documents, click on:

- Update App. Documents (by Document

4.8.5.1 Update App. Documents (by Document). Pick the applicable documents by clicking in the appropriate block(s). Use the blocks below to enter applicable documents not listed. Complete the following fields of information:

Electronic: Click "Yes" or "No".

Applicable Document Number: Enter the applicable document number exactly as it appears on the document.

Revision/Baseline: Enter revision letter or the word "Baseline".

Applicable Document Title: Enter the applicable document title exactly as it appears on the document.

Applicable Doc. Web Address (URL): Enter the document URL if electronically accessible on a web site.

If applicable document is not available electronically, enter the following information. If the applicable document is available electronically, leave blank.

Document Location-Building: Enter building number where document is located.

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Document Location-Room: Enter the room number where document is located.

Document Location, Person Res: Enter name of person who is responsible for retrieving the document at this location

Click on "Input Applicable Docs". If the information is accepted, click on the "Back" button to return to the input screen.

4.8.6 Tango System Controls. The Tango System Controls restricts access to the operational program for ESD's ISO-9000, OWIs. Access to this is limited to the Tango System Administrator. To enter the Tango System controls password, click on:

- [Tango System Controls](#)

4.8.7 Master List Updates.

4.8.7.1 Master List Custodian - Mark Document Ready For Approval. To view the listing of documents in the master list files with approval pending, click on:

- [Master List Custodian - Mark Document Ready For Approval](#)

A listing of documents in the approval cycle will be presented for view. The list will identify the document, its draft number and status. To view status of the document and the identification of the approval authority, click on the document number. The Master List Custodian will verify that the revision status is correct and enter "YES" or "NO" in the block stating the document's status for approval. When the document is ready for approval click on the "Update Information" block and an E-MAIL message will be sent to the approving authority.

4.8.8 Document Conversion from WORD to ADOBE Portable Document Format (PDF). Upon receipt of a WORD document from the OPR the DCC will convert the document from WORD to PDF for incorporation into the ESD ISO-9000 OWI Library database.

4.9 APPROVING AUTHORITY.

4.9.1 Document Approval. To view the controlled source for document approval for the ESD ISO-9000 OWI's, click on:

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- [Document Approval](#)

Click on the document number to obtain a link for approval of the document. Click on the Document Title to view the document. Approving authority clicks on "Approved Document" bullet to approve the document.

NOTE: Only the authorized approving authority has the capability to approve any ESD ISO-9000 OWI's. Security and integrity of the approving authority is maintained by using electronic password(s) provided only to the authorized approving authority(ies). The system enters the effective date and time. The DCC enters the effective date on the cover page, in the header, and in the Document History Log. If approving authority disapproves, the DCC will be notified. The DCC posts the baseline or revised document. When posting revised documents to the ESD ISO-9000 Document Library, the DCC will remove obsolete versions.

4.10 Documentation Submission For Review and Approval.

4.10.1 Requirements for NEW ESD ISO-9000 OWI's. A request for a new document will be presented to the applicable Management Authority. If need for a new document is approved, management will assign an OPR designee and provide appropriate directions.

4.10.2 Requirements For Change To Baselined ISO-9000 OWI's. Request for changes to Baselined documents will be submitted to the OPR designee, with an information copy to the DCC. The request will provide the suggested change and justification.

4.10.3 OPR FUNCTIONS.

4.10.3.1 Preparation Of New ISO-9000 Document. Format for OWI's is optional; however, utilization of the current OWI template is encouraged. The OPR may select the OWI template and related preparation instructions and will select a document number in accordance with the instructions specified in this document. The OPR designee will coordinate with all impacted organizations and resolve comments, if possible, prior to submittal for approval.

4.10.3.2 Submit A New MSFC OWI ISO-9000 Document For Review. To submit a new draft OWI ISO-9000 document for review, click on:

- [Submit A New MSFC OWI ISO-9000 Document For Review](#)

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4.10.3.3 Document Input Screen. The OPR designee will complete the document input screen (click inside the block to be completed, tab to next block or click inside next block.)

a. Complete the following fields of information:

Document Number: Enter unique document number selected by the OPR designee and approved by the Document Control Custodian (DCC).

Draft Number: Enter the draft number from the document.

Approving Authority: Click on the Approving Authority block and scroll up to select the name of the person with authority to approve the document.

Applicable Organization: Click on the Applicable Organization block and scroll up to select the applicable organization code for the OWI. If the document applies to all ESD organizations select "ED40-All EDS.

OPR Org. Code: Click on the bullet to select the organizational code for the OPR. If other than the ones shown, enter the correct code in the "Other" block.

Notes: Enter appropriate notes about the document, such as changes contained in the draft.

Is the OWI Electronic?: Click on the "YES" bullet if the document is electronic. Click on the "NO" bullet if the document is non-electronic.

If the document is not available electronically, enter the following information. If the document is available electronically, leave blank.

Document Location-Building: Enter Building number where document is located.

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Document Location-Room: Enter the room number where document is located.

Document Location-Person Responsible: Enter the name of the person responsible for retrieving the document.

b. Click on the input information to enter the data into the database. The screen will present a question "Does the document that was just entered have any applicable documents?" If yes, click on "Applicable Document." Pick the applicable documents by clicking in the appropriate block(s).

c. Use the blocks below to enter applicable documents not listed. The OPR will ensure that only valid applicable documents are listed. Complete the following fields of information:

Electronic: Click "Yes" or "No".

Applicable Document Number: Enter the applicable document number exactly as it appears on the document.

Revision/Baseline: Enter revision letter or the word "Baseline".

Applicable Document Title: Enter the applicable document title exactly as it appears on the document.

Applicable Doc. Web Address (URL): Enter the document URL if electronically accessible on a web site.

If applicable document is not available electronically, enter the following information. If the applicable document is available electronically, leave blank.

Document Location-Building: Enter building number where document is located.

Document Location-Room: Enter the room number where document is located.

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Document Location, Person Res: Enter name of person who is responsible for retrieving the document at this location

- d. Click on "Input Applicable Docs". If the information is accepted, click on the "Back" button to return to the input screen.
- e. Use the "Document Upload" feature to place the draft OWI on the server. The link to the document will be generated automatically.

or

Electronically mail draft document to the DCC. If there are additional applicable documents to be included, E-MAIL or call the DCC.

- Upload a DRAFT Document Version

4.10.3.4 Preparation Of Document For Approval. Prior to submitting a final draft for approval, the OPR designee will:

- a. Verify that the document is grammatically correct and that the format requirements are met in accordance with MPG 1410.1, Document and Data Control for Organizational Issuances, and applicable Centerwide work instructions.
- b. Verify that all applicable documents are valid documents.
- c. Ensure that revision marks are removed from the document, Document History Log, etc.
- d. Enter the document date and remove the draft number from the cover page and in the header of the document.
- e. Enter all information except the effective date in the Document History Log.

4.10.3.5 Revise Document. Upon receipt of a request for revision of an ISO-9000 OWI document, the OPR designee will attempt to resolve the comments without changing the document. If a change is required, the OPR designee will request a "WORD" version of the document currently on the Master List from the DCC.

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4.10.3.5.1 Revision Preparation. The OPR designee will prepare the revised document and identify the nature of the revision in the document. (for example, use the WORD revision tool).

4.10.3.5.2 Submit A "Revised" ISO-9000 MSFC Document Draft For Review. To submit a revised ESD draft ISO-9000 OWI for review, click on:

- [Submit A "Revised" ISO-9000 OWI Document Draft For Review](#)

4.10.3.5.3 The OPR designee will click on the "ISO-9000 Document Number" input screen and enter the ESD ISO-9000 document number for search (may include partial information) and the listed document information will be presented for viewing. To view the ED ISO-9000 OWI Master List (do not include any data in the block) click on the "Search ISO-9000 Documents" block. The Master List for ED OWIs will be presented for viewing. To select the document fields for update, enter the document number in the "ISO-9000 Doc. Num." Block. The OPR designee will update the fields in the screen to incorporate required draft revision information. Clearly identify or mark revisions (i.e., use the WORD revision tool and/or the Document History Log), identify draft number and revision letter on the cover page and in the header. Process the draft revision in accordance with the process specified for a new document.

4.10.3.6. Use the "Document Upload" feature to place the final version of the OWI on the server. The link to the document will be generated automatically.

- [Upload a FINAL Document Version For Approval](#)

4.10.4 Obtain A New Document Number. To obtain a new document number for an ISO-9000 OWI, click on

- [Obtain A New Document Number](#)

Select a number per instructions contained on the screen. When number has been selected, scroll down the screen to the "Assign New Number Form" and complete per instruction provided within the screen. Document number assignment will comply with the requirements of ED40-001.

4.10.5 Templates. To view the source of the current templates, click on:

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- [ISO-9000 OWI Template](#)

4.10.5.1 To prepare for use, "SAVE AS" to your hard drive or server.

4.10.6 Update Login Information. To change password or other information, click on:

- [Update Login Information](#)

Follow instructions contained on the screen.

4.11 System Backup/Disaster Recover Plan.

4.11.1 Contingency Plan For Electronic System Malfunction. The system is backed up on the computer tape backup, and in the event of a system failure, a new server will be installed and the data will be reloaded.

5. NOTES.

None

6. SAFETY PRECAUTIONS AND WARNING NOTES.

None

7. APPENDICES, DATA, REPORTS, AND FORMS.

None

8. QUALITY RECORDS.

None

9. TOOLS, EQUIPMENT, AND MATERIALS.

None

10. PERSONAL TRAINING AND CERTIFICATION.

None

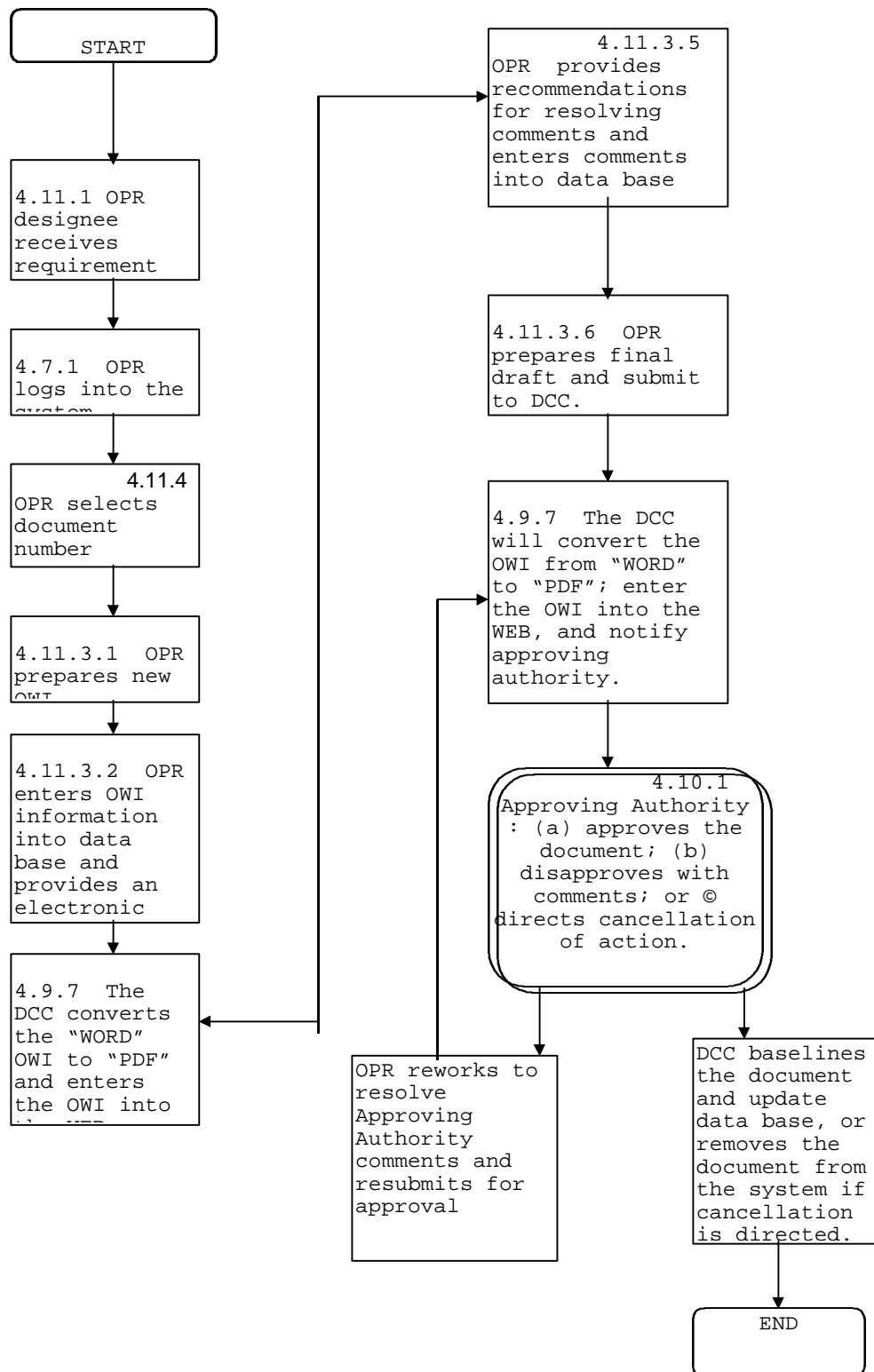
11. FLOW DIAGRAMS. The following flow diagrams represent the activities outlined in the procedures for the ESD ISO-9000 OWI

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PROCESS FLOW FOR GENERATING A NEW ESD ISO-9000 OWI



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